

Directions: Please complete shaded areas below.

Department Name: Miami-Dade Community Action Agency

Project Name: CAA Information System Upgrade

Project Amount: \$192,584

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Project Type: Please check (✓) one.

☐ Enterprise ☐ Communities of Interest ☒ Department Specific

Funding Source: Please check (✓) one.

☒ GF Capital ☐ Proprietary Capital

☐ **Mandated Requirement**
(If checked (✓), please indicate who is mandating this request as well as the time frame)

☒ **Department Priority of Initiative (1, 2, 3, etc.)**

Section A

Background:

Miami-Dade Community Action Agency (CAA) is a comprehensive social service organization comprised of eight divisions: Citizen Participation, Elderly Programs, Energy Programs, Greater Miami Service Corps, Head Start/Early Head Start, Self Help, Finance and Resource Management. Six (6) of the divisions provide direct client services, and use different software to assist in the gathering of client information and reporting. CAA, including systems that are developed and maintained internally, as well systems that were developed and/or mandated by the funding sources of some divisions, utilizes a variety of software programs. The continuous demand for results in public service requires that CAA streamline its reporting and develop a unified tracking system to more effectively compete in the human services delivery arena, and more importantly provide more effective comprehensive case management.

Problem Statement:

CAA utilizes a variety of software and hardware systems to address processes and needs that share commonalities and therefore needs to develop a common strategy for automation of the agency, taking into consideration specific requirements of each division for use of software and/or reports mandated by funding sources. Therefore a fundamental objective for the Department is to develop a mechanism to access information currently maintained within the different divisions in order to analyze the data, report to funding sources and other interested parties as well as monitor the processes, progress, performance, outcomes and efficiencies of the divisions. This Department needs a single point of intake system and database for all client services. Rather than duplicate efforts, the department sees an opportunity in joining with the Homeless Trust in utilizing Service

Point from Bowman Internet Systems. This opportunity would strengthen the comprehensive case management capabilities of CAA, while maximizing an existing resource. CAA also views this as a pivotal opportunity to prod other service providers to coordinate service delivery through efficient technology.

Solution:

CAA proposes to purchase, install, and utilize the Bowman Internet Systems “Service Point-Connecting Your Community” software to develop a unified case management and client tracking system. The Bowman Systems is presently utilized by the County’s Homeless Trust, as well as by some member agencies in the national community action network. The department proposes to implement the system as a pilot project for five of the divisions, i.e., Self Help, Energy, Elderly, Citizen Participation, and Resource Management. The first four (4) divisions represent primary service delivery divisions, while the fifth represents the division with administrative responsibility for implementation. Due to the magnitude of the Head Start Division, the department proposes to pilot the smaller divisions first as a testing ground, and engage the Head Start division on a staggered timeline. The four divisions have significant commonality in customer population, and the targeted services have an integrated expected outcome of family and/or community self-sufficiency. The targeted divisions are connected to the County’s metronet and represent the most immediate opportunity to implement a viable solution to unified tracking and reporting of results. Additionally this represents a solution that augments an existing system (i.e. Homeless Trust) rather than securing separate software systems that will ultimately need to communicate with Service Point.

Expected Benefits / Direct Payback:

It is critical that the Department provide a unified tracking system for all direct service programs and sites. This system will provide support to employees that interact daily with clients, provide opportunities for increased collaboration, and minimize duplication of services. Many of our business functions require efficient and effective reporting and desktop based in-house systems to operate. The proposed system allows for sharing of appropriate client files with other providers, and has the flexibility for the department to set up goals consistent with the variety of funding sources found in CAA.

Costs for securing a comprehensive case management system are minimized by joining an existing provider such as the Homeless Trust. Coordinating social service efforts maximizes county resources, as resources are significantly limited. CAA as a provider of services to the most vulnerable customer base, would increase its effectiveness and afford departmental employees the opportunity to communicate more broadly and improve efficiency.

Efficiencies associated with the consolidation of intake systems will allow the Department to further saturate all Departmental sites with other IT based initiatives in the future, allowing the Departmental program sites access to the full spectrum of services available through the Portal and through the use of the updated comprehensive software.